



Belmont
Healthcare

Care Team Retention Techniques

Kent Managers Forum - Sept 21



Belmont
@ Home

Some of this discussion seems obvious - however having seen first hand that is not the case.

We must open our minds to our teams...



Be Quick

If you have someone on the hook
respond before someone else does

This is provider responsibility

Have a Process

No matter the size of
organization have a process for
recruit management

Whether that's an ATS or just a
spreadsheet have a process

Have a plan

Have an idea of what you are
recruiting for do not just scatter
gun

It doesn't work!

Induct well

Make people feel like they made the
right decision:

- Process of induction (WAIT!)
- Buddy people up together
- ***THIS IS THE START OF
RETENTION***

Be Caring

Care team members are the most important part of a Care organization

We are a people organization really not a Care one, without them there is no organization

- Glass office ownership

Have a Process

Have systems in place which enable people to feel inspired and can help them develop their role

- Shift swap scenario

Use of Language

the way in which we use language and speak to our teams is important.

The art of aggressive management is no longer viable

- Be supportive

Risk V. Reward

Bonus systems to encourage people to work for over and above - why?

- This is better for business
- This is ultimately better for people

Retention - Things to think about?

Care

Word of Mouth!
People talk -
What does this
mean to you?

Think out things
before acting

What is best for
US!

Be Understanding

Make it a great
place to work...



Dont be a glass office manager

Retention - Things to think about?

Process

What systems do we have to make our job easier!

P@*s Up Policy
Better for everyone...

Make care a cool place to work!


Tech is cool..

 RotaCloud


Retention - Things to think about?

Language

How positive & empowering is the language across your care service?	
X	✓
Suffering from....	Living with...
Challenging behaviour, being difficult	Behaviour that is out of character, symptoms of distress
Wandering	Walking
Resident, service user	The preferred name of the person
Feeding	Supporting with meal
Residents, services users	People we care for & support
Medication round	Supporting with medication
One to one care (1:1)	Enhanced care or support



How we speak to and speak about people matters?



Inspiring and supportive language breeds engagement?

Retention - Things to think about?

Reward



Bonus Systems
for achievement
- KPI and Targets
are paramount
now...

General "Thank
You" often...
EOTM - Group
Events -
Hampers

The Agency
Conundrum! Just
pay people
more!..

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